

## LAVENDER HILL GROUP PRACTICE 2012/2013 Patient Survey Report

The Lavender Hill Group Practice is open Monday to Thursday from 08:00 to 20:00 and on Friday from 08:00 to 18:30.

The surgery is now open between 12:30 and 13:30 also so people can come in to collect prescriptions/letters and make appointments.

At present you cannot call the surgery on the phone or see a doctor during this time.

We changed to opening lunch time due to requests following our patient survey.

1.

The practice has an active Patient participation group which has been in operation for approx 4 years. We meet regularly throughout the year and correspond by email at other times.

We constantly advertise for new members via our website, newsletter and on the waiting room notice board.

2.

On 19<sup>th</sup> September 2012 the group met to discuss what should be included in the survey for 2012/2013.

We asked our group members to think about how we can improve services in the following areas:

- Clinical Care
- Getting an appointment
- Premises
- Reception issues

We put a questionnaire in the waiting room so other patients could give their opinion. Only 2 patients filled out the questionnaire.

In view of this the group decided it was best to keep the survey similar to last year to see if the feedback had improved following the changes we made as a result of the 2011/2012 survey.

They looked at the questions and made some minor changes.

3.

The survey was made available in the waiting room and on our website for a 4 month period.

The findings of the survey were emailed to the group on 5<sup>th</sup> March 2013 for discussion-see link

4 & 5.

The following comments were discussed with the Group and an action plan set up and agreed with the group as follows:

There was a comment asking to show where in the waiting room to sit for which Doctor.

- We agreed to look at our check in system and to amend the message to say where in the meeting room patients need to sit for the Doctor they are seeing i.e back, front, middle.

There was a comment about the seating and that it is uncomfortable especially for patients with limited mobility.

- The group suggested we get some chairs for the waiting room with arms for these patients and to look at changing the seating the next time we refurbish the waiting room.
- We agreed to do this and to provide appropriate chairs within the next 3 months.
- We have agreed to look at the remainder of the seating the next time we are refurbishing the waiting area.
  
- We asked our patients if they were happy with the appointment system and the majority said they were – the following comments were discussed.
- Difficult to get through on the phone to make an appointment.
- Confusion around how to make appointments on line
- Appointments available same day
- Appointments available further ahead
- Telephone issues-waiting too long to speak to a receptionist

We discussed with the group and agreed the following action plan:

**Telephones:**

We first put the survey out in September and we have changed our phone system since then.

We changed to a 0207.....number and we removed the options that were available so patients were not kept waiting on line. Now the phone rings straight through to the receptionist.

We rearranged our staff so everyone was available to answer the phones during the busy times.

We carried out training with the receptionists to help them deal with the incoming calls as quickly as possible.

Our telephones are very busy and we can take up to 1000 calls a day. We normally have 5 people answering the phones but sometimes the demand is so high it is impossible to get to everyone straight away so sometimes people have to hold.

We have improved our telephone access quite a lot over the past couple of years and Doctors will call patients back for urgent medical advice now.

There is also an email address available for non urgent issues.

Some of the Doctors correspond with patients by email also for non urgent on going issues.

**PLEASE NOTE URGENT MEDICAL PROBLEMS SHOULD NOT BE EMAILED**

The group agreed this service was very good – they thought we could advertise the non urgent email service better so it was agreed to do this on our website, newsletter and on our notice boards.

**On line booking system:**

The booking appointment on line system is not very user friendly and we have fed this back to the medical system that provides the service.

We hope this will be improved in time.

Due to the confidential nature of making appointments on line patients must get a password and user ID from the surgery.

We are advised not to give these details to anyone other than the patient and not to send them by post. Some people find it inconvenient to have to come to collect these details.

We have also fed this back to the organisation that provides the service.

The group agreed that the improvement of this on line system is ongoing and we agreed feed back is good so we can let the provider know.

**Availability of appointments:**

There were comments asking that appointments are available on the same day and that it is possible to book further ahead.

We used to have a system where we opened appointments each day but we changed this to booking further ahead following demand from patients previously.

We now offer a triage system each day so patients who need to be seen urgently can speak to a Doctor who will then book them an appointment if necessary.

There are appointments available both in the morning and in the afternoon so if anyone needs to be seen on the same day they are guaranteed an appointment.

The group agreed this was a good service.

We have made our routine appointment system available three/four weeks ahead now.

The majority of patients are happy with our opening times and like the fact that they can get late appointments. We are open until 8pm Monday to Thursday.

The majority of patients are happy with the length of time waiting to see a Doctor.

Most people contact the surgery by phone and are happy with this. Sometimes the phones are very busy so takes a while to get through.

We asked people what services they would like in addition to the ones available.

We offer the following services:

- Comprehensive Sexual Health screening for men and women.
- Women's Health: cervical screening, contraceptive advice inc. contraceptive implants & IUCD's, maternity care, general advice regarding menopause etc.
- Chronic illness care: annual reviews & regular follow-up care for all chronic disease including: cardiovascular disease, hypertension & stroke, Diabetes, COPD, thyroid, cancer, dementia, learning disability & epilepsy.
- Anti-coagulation monitoring.
- Minor surgery & shoulder injections
- ECG & 24 hour b/p monitoring-needs to be referred by a Doctor
- Spirometry-Respiratory test needs to be referred by a Doctor
- Smoking cessation-5 week course of counselling and support
- Travel clinic
- Counselling sessions-needs to be referred by a doctor
- Physiotherapy needs to be referred by a doctor
- Drug/alcohol misuse needs to be referred by a Doctor.
- Phlebotomy- Taking blood for tests requested by Doctor
- Baby development checks and immunisations.

Additional services requested:

BMI, Osteopathy, Fertility information,

Blood tests and urine sampling (already provided)

Feet, acupuncture, pilates, groups for depression (already provided by the councillors)

Psychological services (councillors attend the practice to see patients every week)

x-ray, fitness tests, cancer screening, copies of hospital letters automatically sent to patient. (Hospital should do this).

6.

The survey has been discussed at our Practice meeting and all staff made aware of the comments and changes that will be put in place.

The results of the survey have been put on the PPG notice board in the waiting room as well as being published on our website.